IUPS

Universal Portal System

The Universal Portal System (IUPS) provides a central access point for citizens to request government services from any device. This portal helps governments accelerate their digital transformation by offering secure access to online eGovernment services, ensuring both convenience and data privacy.

Secure access to eGovernment services

IUPS is a citizen portal designed to ensure safe access to online services. Citizens can easily access all supported eServices. Whether pre-enrollment, creating a mobile identity, access to government information, tax payment services, or accessing legal services, it is all accessible on one platform.

Benefits for citizens

IUPS guarantees the privacy of citizens' personal data by asking for consent beforehand. IUPS enables citizens to:

- Prove their identity online.
- Request government services including identity documents, digital documents, tax payments, and more.
- Submit applications for social services, healthcare, or educational grants.
- Pre-enroll themselves by:
  - Filling in a form with their biographical data.
  - Uploading supporting documents.
  - Booking an appointment at the nearest enrollment center.
  - Track application status.
- Ask for a VIP service.
- Receive notifications via email or SMS for application status updates.
- Stay informed of important government communications and announcements.

Advantages for governments

IUPS allows governments to:

- Create new services and define all related steps.
- Set up the appropriate security levels (e.g., with or without identity authentication).
- Authenticate citizens securely.
- Manage civil servant access rights to the portal.
- Benefit from a new communication channel to better reach their citizens.
- Streamline appointment management with configurable scheduling and layout options.
- Government operators can further:
  - Organize enrollment center calendars in line with organizational need.
  - Setup VIP appointments for specific services or time-sensitive needs.

Key Benefits

Fully customizable

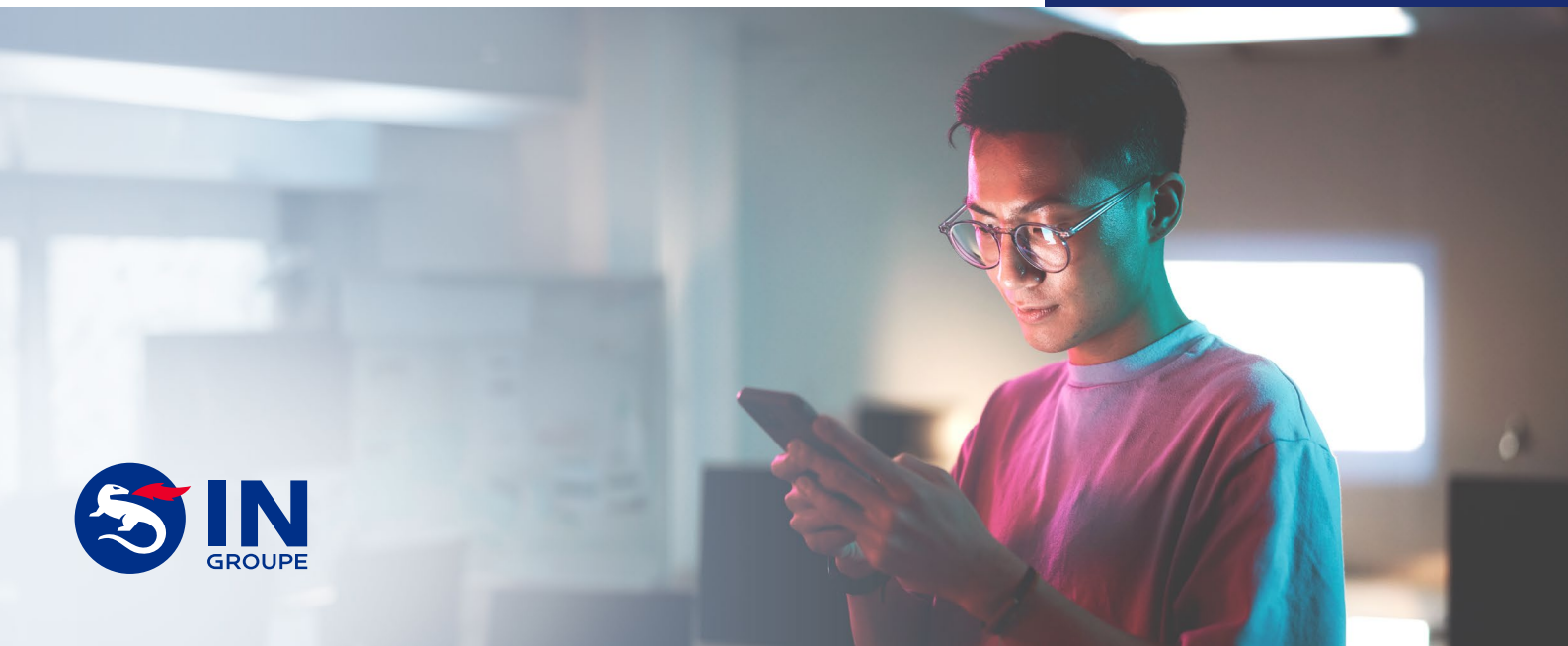
From the web interface to eServices, the portal can be easily customized to reflect a country's image and to best meet citizens' needs.

Security & privacy

Access to the portal and submission requests are secured using role-based access control and multifactor authentication. A consent-based process can be implemented in line with local privacy regulations.

Convenient

With IUPS, governments can offer a streamlined, user-friendly experience. Citizens can initiate ID requests or book appointments directly on the platform, saving time and simplifying administrative procedures.



IN GROUPE

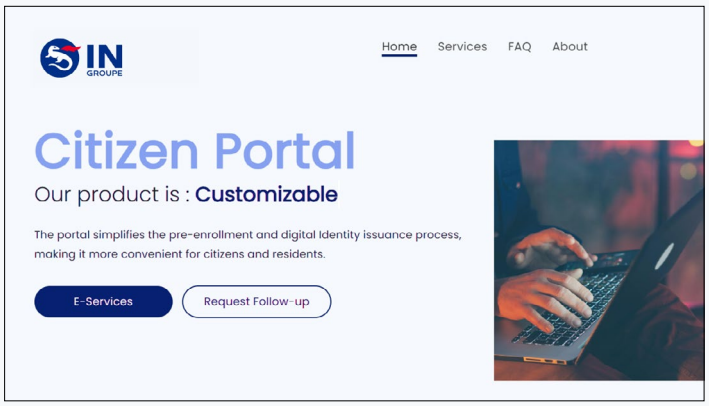
Interaction with external environment

IUPS can be seamlessly integrated and interfaced with any existing system and application. For instance, its SMS broker and payment services can be interconnected with relevant service providers to enhance functionality.

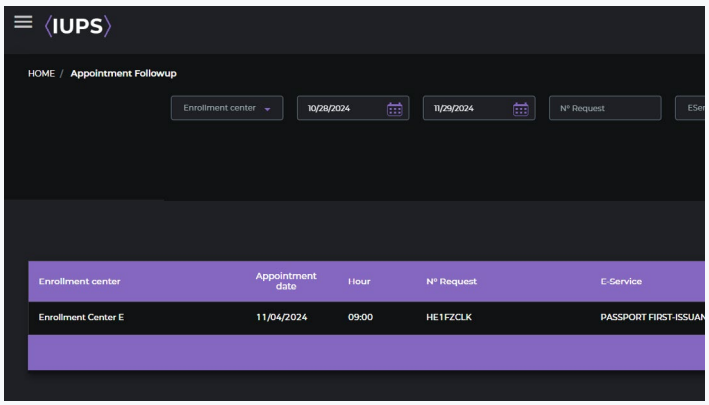
As part of the ID management suite, IDway, IUPS interfaces smoothly with IN Groupe enrollment solutions. This allows requests initiated through the portal to be completed in the presence of an enrollment operator, using a QR code or barcode for quick processing.

Additionally, IUPS can connect directly with all other IDway components through the Open Platform System (IOPS), creating a fully digitized citizen journey. It can easily be connected to any external system.

Citizen portal



Operator portal





Securing access to eServices in Morocco

IUPS has been successfully deployed in the Kingdom of Morocco. The portal operates in both Arabic and French.

Through the portal, Moroccan citizens can renew their identity documents by pre-enrolling from home. By filling in the request form themselves, the intermediary step is avoided and this greatly limits spelling errors.

This results in time saved for both citizens and enrollment operators.

Cutting-edge technology

Compliance to standards: GDPR, ISO 18004:2015

Security: RBAC on all business services, data encryption, and TLS secure connection

Interface/APIs: REST

UI: State-of-the-art GUI technology based on Angular 9 plus

User management and access control: Integrated with LDAP, supports OAuth 2.0 and Red Hat SSO

Deployment: with Docker and Kubernetes, and in the Cloud

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